

Best Practices



Customer Support Transformation:

The Leading Trends in Customer Support and Engagement

Customer service is more important than ever for driving loyalty and value for an organization, no matter the channel. For all the advances in artificial intelligence, machine learning, and self-service technologies, human agents still have a crucial role in customer service, and there has been renewed emphasis on engaging customers across all channels.

Join us in this popular installment of our monthly Best Practices series and educate our readers about the top customer service trends driving customer support.

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Also in November: ■ CONVERSATIONAL AI FOR BETTER CUSTOMER EXPERIENCES

2019 ROUNDTABLES

August 2019

CONVERSATIONAL AI FOR BETTER CUSTOMER EXPERIENCES

Roundtable Date: 8/7/19

WORKFORCE OPTIMIZATION: THE WORKHORSE OF CONTACT CENTER MANAGEMENT

Roundtable Date: 8/21/19

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